



Job title	Digital Core Subject Matter Expert Officer	Job family and level	Administrative, Professional and Managerial level 4
School/ Department	Digital Core – Procurement	Location	Kings Meadow Campus

Purpose of role

The Digital Core Subject Matter Expert Officer (SMEs) will be an integral part of the Digital Core team. They will support various workstreams working alongside subject matter experts in Procurement to facilitate the achievement of project milestones and outputs/outcomes. The Digital Core SME Officer (SMEs) role will provide support across key areas of the project delivery including (but not limited to) user acceptance testing, business process mapping and standard operating procedure development, design assurance, training and change/engagement.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Work as the SME Officer to develop a fit for purpose system / business process design.</p> <ul style="list-style-type: none"> Develop fit for purpose solutions to design requirements/modifications which are identified further to key user training / during user acceptance testing design and delivery phases. Engage with business representatives to test design assumptions to ensure the solution design meets Business requirements. Liaise across the project as required to address cross workstream issues and identify and support the delivery of solutions which will enable a fit for purpose system design Develop a defined pool of report specifications and where appropriate support the build and testing of reports to ensure they are fit for purpose 	25%
2	<p>Work as the SME Officer to develop fit for purpose user acceptance testing</p> <ul style="list-style-type: none"> Work alongside the SMEs to define business scenarios for User Acceptance Testing (UAT) Produce test scripts for in scope business scenarios, with support from the SME, Testing Lead and supplier Participate in UAT, including: 	25%

	<ul style="list-style-type: none"> ○ Undertaking UAT ○ Updating scripts to reflect the test outcome ○ Reporting of test results to the lead SME for the area and Test Manager. ○ Lead on resolution of any test failures and support retesting. ○ Update SME of Test outcomes for their functional area to support UAT sign off 	
3	<p>Work as the SME Officer to deliver Business Design activities including but not limited to:</p> <ul style="list-style-type: none"> ● Development of business process maps, standard operating procedures and service catalogues ● Development of off-system processes which ensure the end-to-end definition and delivery of fit for purpose business processes ● Updating relevant end user materials which may include but not be limited to: policy, procedure and guidance documents, related forms and web content 	25%
4	<p>Work as the SME Officer to facilitate transition / transition readiness / change activities including but not limited to:</p> <ul style="list-style-type: none"> ● Identification of training and comms requirements ● Review relevant training and communications materials relevant to your area prior to publication. ● Lead on relevant areas of 'knowledge transfer' in your SME area and beyond as required e.g. development and delivery of training / end user support in early go-live period / engagement activity ● Working alongside the lead SME support early go-live issues resolution with wider project stakeholders. 	15%
5	Undertake any other tasks and duties as required to support the effective delivery of the Digital Core programme as agreed with the lead Subject Matter Expert / Workstream lead	10%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Proven project delivery skills ▪ Ability to work with a high degree of initiative, prioritising and planning workload to deliver to targets ▪ Highly organised with the ability to manage multiple priorities ▪ Ability to work effectively under pressure to meet demanding and sometimes conflicting deadlines ▪ Strong analytical problem solving skills, able to recommend practical and workable solutions ▪ Excellent interpersonal skills, which enable effective engagement and collaboration with colleagues and stakeholders. ▪ Ability to communicate effectively (verbally and in writing) with staff at all levels ▪ Ability to influence appropriately and effectively ▪ Ability to handle highly sensitive and confidential information 	<ul style="list-style-type: none"> ▪ Demonstrable practical facilitation and coaching skills. ▪ Ability to give presentations in a clear and articulate manner
Knowledge and experience	<ul style="list-style-type: none"> ▪ Relevant experience in a previous role ▪ Proven track record of successfully leading projects or change management initiatives within a people processes context ▪ Experience of using a range of information (including systems) to better understand problems, define solutions and options, inform plans and monitor success ▪ Experience of working with third party stakeholders to ensure effective project delivery ▪ Experience of delivering solutions through a team as well as through influence of wider stakeholder groups ▪ Evidence of effective engagement with staff at all levels ▪ Experience in utilising procurement systems as part of a delivery/project role 	<ul style="list-style-type: none"> ▪ Experience of participating in programmes of work which require understanding and application of relevant employment law and best practice ▪ Experience of working in a people processes role within an academic environment ▪ Experience in the use of modern HR/Finance/Procurement systems

	<ul style="list-style-type: none"> ▪ Evidence of commitment to continuous professional development 	
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Undergraduate degree or equivalent experience in a similar HR/Finance/Procurement / people process related role 	



As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those whose protected characteristics under the Equality Act 2010, are not well-represented in our current staff body.

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.
- Taking ownership** Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.
- Forward thinking** Driven to question the status quo and explore new ideas, supporting the team to "lead the way" in terms of know-how and learning.
- Professional pride** Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.
- Always inclusive** Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

Key relationships with others



